

2017: The Year of Customer Service

A message from Miriam Barcellona Ingenito, Director



The end of every year is a good time for reflection — to celebrate successes of the past 12 months, and take stock of goals for the coming year. On the whole, 2017 was the year of customer service. Our greatest achievements improved customer experience, and advanced us toward truly becoming “One state. One system.”

Through the Customer Impact Committee (CIC) composed of agency level leadership, departments had a forum to raise their concerns directly to FI\$Cal and Partner decision makers. In every division of our department, we aimed to meet our customers’ needs by listening to feedback that was delivered via CIC, User Forums, Town Halls and direct contact with our staff.

The Information Technology (IT) Division built and launched the Legacy Data Repository, a cloud-based environment where departments can securely store their legacy archive data and continue to access historical records not needed in the FI\$Cal system. IT also implemented a state-of-the art Security Information and Event Monitoring system that integrates 24/7 monitoring with world-class threat intelligence to quickly detect suspicious activity within the FI\$Cal technical architecture.

The Administrative Services Division (ASD) successfully negotiated space for the Emerald Room in the Department of Consumer Affairs building,

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Get Ahead on Purchasing and Accounts Payable

For our 2018 Release departments, the July Go Live may seem far in the future. However, departments can do a lot now to give their end users a jump start on purchasing and accounts payable once they enter the FI\$Cal system. Following are some suggestions that will help 2018 Release departments transact more easily next July:

- Think about the workflow for daily business: Who is going to handle requisitions, who is buying, who is approving, who is receiving? These are the important steps in finalizing the “to be” business processes. Mapping out roles now will put employees at ease and facilitate the change that comes with FI\$Cal.

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Get to Know FI\$Cal Staff – Kasamba Sikapizye

From a young age Kasamba Sikapizye, a Staff Information Systems Analyst with FI\$Cal's Server Administration Team, saw the impact she could have helping others. Growing up in Zambia, her parents would help provide for families in their community who were less fortunate. Kasamba learned the value of community service and set out to follow the example set by her parents, to help those in need.

In 2004, Kasamba realized her dream of helping others when she started the non-profit organization **Operation iDream** with her husband Sam. Operation iDream works to offer children and young people in Zambia a system of support that includes education, food, medicine and skills needed to achieve economic independence.

“My husband and I were lucky enough to share our vision with a

woman here in the United States who believes in the value of helping others like we do. She helped us get funding for a house in one of the most vulnerable communities close to where I grew up and we were able to turn that home into an orphanage. That was the start of Operation iDream,” said Kasamba.

The organization raises money through speaking engagements, social media campaigns and fundraising activities. One exciting example was when Sam raised \$30,000 by climbing Mt. Kilimanjaro. With these contributions, and assistance from partners in New York and Chicago, they have been able to add



Kasamba sharing some love with Agness (left) and Eneless (right) after the reading program at Hope School in Zambia.

a community school and medical clinic to the orphanage.

The organization's latest project is starting a farm on property it recently purchased where local children can learn farming, carpentry and other skills to help them provide for themselves. Another school is also being constructed on the property for the children in the surrounding community.

Kasamba's parents oversee Operation iDream efforts in Zambia with her husband Sam traveling there each year to help. Last year, Kasamba and Sam took their two children to Africa with them for the first time. Their children attended the school they built and got to see first-hand what their parents have created.

“After going to Zambia, my children realized how fortunate they are. My son became interested in what we are doing and even went to Africa with my husband again this year to help. What we are doing is rewarding and we are happy that our children now see the value in it as well,” Kasamba said.

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FI\$Cal Frequently Asked Questions

How do Purchase Order Buyers dispatch a Purchase Order?

Answer: Purchase Order Buyers can search for the desired Purchase Order ID on the Purchase Order search page, select the Purchase Order ID, select the dispatch method and then click the Dispatch button.



Where do Purchase Order Buyers navigate in FI\$Cal to determine if a Supplier is approved and open for ordering?

Answer: Purchase Order Buyers can determine if a Supplier is approved and open for ordering by navigating to:

Main Menu> Suppliers> Supplier Information> Add/Update> Supplier

Reminder from the FI\$Cal Service Center

Did you know that if you have access to the FI\$Cal system you can reset your own password?

To reset your password select “Forgot Your Password” once you enter your Username at the Sign In page. A temporary password will be sent directly to your email for use in resetting your password.

If you have any questions, please contact the FSC at 855-347-2250 or FiscalServiceCenter@fiscal.ca.gov. Our FSC team is here to help.

End User Spotlight

Each month we ask a question to get to know our department end users.

Tiffany Henderson is a Contract Manager with the Department of FI\$Cal (FI\$Cal). She has been working at FI\$Cal for three and a half years and is currently FI\$Cal’s Super User. Tiffany has used the FI\$Cal system for Budgeting (Hyperion), Purchasing, Accounting, Asset Management and Reporting.

Q: What are you most excited about in relation to your job in 2018?

A: For 2018, I am looking forward to obtaining the University of FI\$Cal’s Gold Level Certificate of completion to go with the Bronze and Silver level certificates I have already earned.



FI\$Cal Quick Tip Videos

FI\$Cal offers quick tip videos to help answer commonly asked questions.

You can access them on our [website](#) and on our [YouTube](#) page.

Our most recent quick tip videos include:

- **FI\$Cal Month End Close Video Illustration**
- **FI\$Cal Conversions Telestration**

Subscribe to our [YouTube](#) page and you will get instant access to our quick tip videos as soon as we post them.



1099 Reportable Payments Reports – Due Dec. 29

Departments that are live in the FI\$Cal system must review their 1099 Reportable Payment Reports and send them to FI\$Cal no later than Dec. 29, 2017.

These reports are used to validate each department’s 2017 calendar year miscellaneous income forms (1099-MISCs) and interest income forms (1099-INTs) prior to FI\$Cal sending the 1099 files to the Franchise Tax Board (FTB).

FI\$Cal’s Vendor Management Group will be emailing deadline reminders as well as other instructions in support of the 1099 processing throughout December. It is imperative that departments meet the Dec. 29 deadline to allow time for corrections and transmission of the files to FTB by their deadline of Jan. 5, 2018.

Last year, 893 1099-MISCs and 23 1099-INTs from 58 departments were processed and submitted on time and without errors to FTB via the FI\$Cal system. This was possible because of the outstanding efforts of the 58 departments to meet the deadlines. If you have questions regarding the 1099 process, please contact FI\$Cal’s [Vendor Management Group](#).

Monthly FI\$Cal User Community Forum

No Forum in December

Updated FI\$Cal Job Aids

Module	Job Aid Title	Job Aid Description	Date Published
Accounts Payable	Create a Prepaid Voucher for a P-Card Supplier - US Bank 1.0	Provides Department AP Processor instructions on how to create prepaid ORF voucher to pay US Bank in FI\$Cal.	11/15/2017
Procurement	Adding CA Sales Tax for One-Time Ship-To Address on Purchase Orders 3.0	Provides FI\$Cal Buyers the instructions for applying California Sales Tax based on a one-time ship-to address on Purchase Orders.	11/15/2017
Procurement	Cancel a PO, Disencumber the Remaining Balance, and Dispatch the Canceled PO 1.0	Provide the Department Buyer with instructions on how to cancel a Purchase Order (PO), disencumber the remaining balance, and dispatch the canceled PO to notify the Supplier.	11/15/2017

You may view all new and updated [Job Aids here](#).

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across the street from the FI\$Cal offices, and converted our previous auditorium into additional training space to meet the needs of our growing customer base. We look forward to welcoming our incoming end users for training and workshops at 88 new training stations in the FI\$Cal offices.

Business Operation and Solutions Division (BOSD) had a banner year, vastly improving the rate of MEC/YEC for departments that have been transacting in the system for a year or more. They resolved more than 2,800 tickets which has resulted in a 91 percent YEC rate as of November 2017. With the addition of new team members, BOSD can deliver year-round user support in FI\$Cal's offices, and also deliver home-office assistance to departments with larger or more complex issues.

The Service Center and Portfolio Management Division worked with stakeholders to improve processes for requesting changes to the system. In addition, they managed six comprehensive

projects including self-service features, onboarding of 2017 Release departments and enhanced functionality for all users.

The Communications Division launched the new University of FI\$Cal certification program which provides our end users with a year round progressive learning platform.

Looking ahead, we will continue to focus on our customers' needs as we bring on the final release of 2018 departments. With more than 60 set to come aboard in July, we have

adjusted the schedule so they can test earlier and more often before the next Go Live.

We are also developing an integrated solution for SCO functionality that will allow for replication of the ledger without duplicate work for state employees.

Our goal for the New Year is to continue to improve our customer service, accept feedback and nimbly adjust to improve customer experience. We look forward to 2018, in partnership with our live and future departments.

Inaugural Silver Level University of FI\$Cal Certificate Awarded

Congratulations to **Doina Fusneica** with the California Department of Public Health. Doina is our first Silver level certificate holder!

Way to go Doina!



Get Ahead on Purchasing and Accounts Payable

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- Make sure there are STD 204s for all of the department's routine vendors. If the super users already have access, start entering the 204s into FI\$Cal now.
- FI\$Cal is a digital system. If the department still encourages and receives paper invoices, change the process now in advance of entering the system. Consider setting up a central email for vendors to submit their invoice. This eliminates the need to scan invoices that come through the postal service. Consider putting the email address in the contract as the "bill to," rather than the department's physical address. Additionally, most utilities provide invoices online. This is another way to get an invoice in an electronic format, and into the system faster.
- Start learning the department's new chart of accounts coding. CalSTARS used PCA and Index codes for charging expenses. With FI\$Cal, the codes will completely change. Publish a cheat sheet now, and encourage super users and future end users to study the new codes. Once the department is live, the more efficiently end users can code and get invoices into the system, the faster vendors will receive payments. If you prepare now, there will be less catch up work later.
- Finally, make sure to consider and fill additional equipment needs. Departments may need a scanner or end users may need dual monitors to view electronic files and FI\$Cal system screens at the same time. Filling equipment needs now will make the transition more comfortable for end users in July.

DECEMBER 2017 EVENTS CALENDAR

DECEMBER 4

- R18 Department Configuration and Role Validation - Procurement - ARB/CALEPA, CALFIRE, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.
- Customer Impact Committee (CIC) Meeting — 10 a.m. - 11:30 a.m.

DECEMBER 5

- R17 GL008 Conversion Kickoff — 9 a.m. - 10 a.m.
- R18 Department Configuration and Role Validation - Procurement - ARB/CALEPA, CALFIRE, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.

DECEMBER 6

- R18 Department Configuration and Role Validation - Procurement - ARB/CALEPA, CALFIRE, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.

DECEMBER 7

- R18 Department Configuration and Role Validation - Procurement - ARB/CALEPA, CALFIRE, COVCA, CPUC, DBO, DOI, FTB, HCD, JUD/CJP, OPR, SLC/DPC/NAHC, SOS, TRANS — 9 a.m. - 4 p.m.

Listings as of 11/30/17. For current information, and the full schedule of Touchpoint Meetings, please visit the Events Calendar on the FI\$Cal [Resources Page](#).

Career Opportunities

Administrative Services Division

- **Associate Governmental Program Analyst**
Procurements Section
Final filing date: Dec. 11, 2017

Service Center and Portfolio Management Division

- **Assistant Information Systems Analyst (Specialist)**
FI\$Cal Service Center
Final filing date: Dec. 4, 2017

Information Technology Division

- **Senior Programmer Analyst (Specialist)**
Financial Application Services Section (Multiple Positions)
Final filing date: Dec. 5, 2017
- **Systems Software Specialist II (Technical)**
Transition and Operations Services Office
Final filing date: Dec. 12, 2017

For the most current list of career opportunities, visit the [CalCareers website](#).

Get to Know FI\$Cal Staff – Kasamba Sikapizye

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"In a speech to graduates at Dillard University, Denzel Washington said, 'anything you want good you can have, so claim it, work hard to get it. When you get it, reach back, pull someone else up, each one teach one. Don't just aspire to make a living. Aspire to make a difference.' Every day, I find inspiration in that statement to continue the work that my husband and I are doing," Kasamba said.